

INDIANA DEPARTMENT OF EDUCATION SUPPLEMENTAL EDUCATIONAL SERVICES

2007-2008 COMPLIANCE AND ON-SITE MONITORING REPORT FOR:

**Sylvan Learning Center
(Warsaw, Muncie, Marion)**

DOCUMENT ANALYSIS		OBSERVATION		COMPLIANCE	
Tutor Qualifications	Unsatisfactory	Lesson matches original description	3 <i>Meets Standards</i>	Criminal Background Checks	Non Compliance
Recruiting Materials	Satisfactory	Instruction is clear	3 <i>Meets Standards</i>	Health/safety laws & regulations	In Compliance
Academic Program	Satisfactory	Time on task is appropriate	3 <i>Meets Standards</i>	Financial viability	In Compliance
Progress Reporting	Satisfactory	Instructor is appropriately knowledgeable	3 <i>Meets Standards</i>		
Assessment and Individual Program Design	Satisfactory	Student/instructor ratio: 3:1	3 <i>Meets Standards</i>		

Due to violations of IDOE's criminal history check policy, Sylvan Learning Center has been placed in technical/compliance corrective action for the 2008-2009 school year. As such, Sylvan Learning Center has been required to implement corrective actions to address all areas of concern.

- Sylvan Learning Center submitted corrective action plans regarding how it will ensure all tutors meet tutor qualifications in the future.

On-site Monitoring Visit Rubric DOCUMENT ANALYSIS Components

NAME OF PROVIDER: Sylvan Learning Center
REVIEWER: ST

DATE DOCUMENTATION RECEIVED: February 4, 2008

Providers are required to submit documentation for each component during the site visit. If documentation is not available on-site, the director or head of the provider's organization, the site director, or another authorized representative will be required to submit documentation to the IDOE within seven (7) calendar days of site visit completion. **Failure to submit evidence could result in removal from the approved provider list.** Providers will be given an Unsatisfactory or Satisfactory for each component. Providers receiving an Unsatisfactory for any component may be required to address deficiencies within 7 calendar days of receiving their final report.

COMPONENT	DOCUMENTATION NEEDED	DOCUMENTATION SUBMITTED (IDOE use only)	UNSATISFACTORY	SATISFACTORY	COMMENTS
Tutor qualifications	BOTH of the following: -Tutor resumes/applications (<u>all tutors</u>) -Documentation of professional development opportunities in which tutors have participated (i.e. sign-sheets, agendas, presentations, certificates of completion, etc.) <i>In addition to:</i> ONE of the following: -Tutor evaluations (<u>all tutors</u>) -Recruiting policy for tutors (<u>one copy</u>) -Sample tutor contract (<u>one copy</u>)	-Professional development training agenda -Professional development sign-in sheets -Professional development materials -Tutor contract -Tutor applications/resumes	X		-Documentation submitted verifies tutors attended professional development trainings; -Tutor contract is appropriate; -Although most tutors meet provider's tutor qualifications, two tutors did not meet provider's tutor qualifications.
Recruiting materials	TWO of the following: -Advertising or recruitment fliers -Incentives policy -Program description for parents	-Recruitment brochures -Program description		X	-Recruitment brochures provide an overview of tutoring program that matches provider's original application; -Program description is appropriate and matches provider's original application.
Academic Program	ONE of the following: -Lesson plan(s) for the observed tutoring session(s) and for each subject in which provider tutors <i>In addition to:</i> ONE of the following: -Specific connections to Indiana standards (cite exact IN standard to which lesson connects) -Description of connections to curriculum of EACH district the provider works with.	-Description of connection to IN academic standards -Lesson overviews		X	-Lesson overviews match observed lessons; -Lessons clearly connect to Indiana academic standards.

COMPONENT	DOCUMENTATION NEEDED	DOCUMENTATION SUBMITTED (IDOE use only)	UNSATISFACTORY	SATISFACTORY	COMMENTS
Progress Reporting	ALL of the following: -Progress reports (see IDOE e-mail for details regarding the request for progress reports) -Timeline for sending progress reports -Documentation of reports sent	-SES Contracts -SES Agreements -Progress reports -Timeline for submitting progress reports		X	-Progress reports share tutor comments regarding strengths and areas in need of work, long term academic goals, areas in which student is currently working and include a graph visually displaying students progress after a specific number of hours of tutoring; -According to district reports and progress report documentation, progress reports are submitted in accordance to the timeframe agreed to in SES Contracts and Agreements.
Assessment and Individual Program Design	ALL of the following: -Explanation of the process provider uses to develop Individual learning plans for each student - Pre-assessment scores and Individual learning plan for at least one student in each subject provider tutors (any identifying information for the student(s) must be blanked out) -Explanation and evidence regarding how provider's pre and post-test assessment correlates to Indiana academic standards.	-Description of Individual Learning Plan development process -Individual Learning Plans -Explanation of assessment's connect to Indiana Academic Standards		X	-Explanation of assessment's connection to Indiana Academic Standards provides a clear description of the pre and post-test correlation to standards; -Description of Individual Learning Plan development is adequate and allows for parental and district feedback regarding recommended adjustments; -Individual Learning Plans are appropriate and are specifically tailored to each student's needs based on assessment results.

On-site Monitoring Rubric OBSERVATION Components

NAME OF PROVIDER: Sylvan Learning Center
SITE: 3001 S. Valley Avenue (Sylvan of Marion)
TUTOR'S INITIALS (ALL TUTORS OBSERVED): 3 tutors
NUMBER OF LESSONS OBSERVED: 3

DATE: January 24, 2008
REVIEWER: S.T. & M.C.
TIME OF OBSERVATION: 3:40 p.m.

During the site visit, IDOE personnel will visit several tutoring sessions to observe lessons being provided. IDOE reviewers will be looking to see that actual tutoring matches lesson plan descriptions that are provided in requested documents, as well as those that were provided in the original provider application; that tutors and students are spending an appropriate amount of time on task; that instruction is clear and understandable; and that instructors seem knowledgeable about lesson content.

Each provider will receive a score of 1-4 points for each component. Providers receiving "1 or 2 points" on any component may be required to address deficiencies within 7 calendar days of receiving their final report. Failure to address deficiencies may result in removal from the state approved list.

COMPONENT	1 Below Standard	2 Approaching Standard	3 Meeting Standard	4 Exceeding Standard	REVIEWER COMMENTS
Lesson matches original description in provider application			X		-Three tutors were observed working with small groups of 3 students each. Lessons were primarily focused on Language Arts and Reading activities. Each student worked on an assignments related to that student's individual needs (based on pre-test scores which were readily accessible in binders); -Tutors allowed the students to work independently when practicing a new concept and then checked in with each student periodically to provide direct support/assistance to one student at a time; - Observed lesson is in line with provider application.
Instruction is clear			X		-For the most part, tutors made sure their students were aware of what was to be learned and what was expected of them and utilized methods of adjusted instruction and modified correction when necessary. However, one tutor was only observed to be working with one of the three students assigned to her. The other two students did not appear to always know what they should be doing while the tutor was working exclusively with the one student; -Tutors provided clarification and guidance when students were unclear or needed additional assistance.
Time on task is appropriate			X		-Most of the students were engaged in their lessons and worked diligently on their assignments; however, two of the students working with the tutor who primarily worked with one student were sometimes distracted and not always engaged in their work as they waited to work with the tutor.
Instructor is appropriately knowledgeable			X		-Tutors demonstrated an appropriate knowledge of material being presented; -Tutors were observed using effective tutoring strategies and techniques to engage students in their lessons and promote student comprehension of new concepts being taught. However, one tutor was not observed engaging all of the students with whom she worked.
Student/instructor ratio: 3:1			X		-Student/instructor ratio matched ratio range reported in the original provider application; -Small group instruction was observed as stated in provider's application.

On-site Monitoring Visit Rubric COMPLIANCE Components

NAME OF PROVIDER: Sylvan Learning Center
REVIEWER: ST

DATE DOCUMENTATION RECEIVED: February 4, 2008

The following information is rated “Compliance” (C) or “Non-Compliance” (N-C). Selected documentation listed for each component must be submitted as part of the site visit monitoring. If documentation is not available on-site, the director or head of the provider’s organization, the site director, or another authorized representative will be required to submit documentation to the IDOE within seven (7) calendar days of site visit completion. **Failure to submit evidence could result in removal from the approved provider list.**

If a provider is deemed to be in non-compliance with any component for which evidence has been requested, the provider may be contacted and may be required to develop and submit a corrective action plan for getting into compliance within 7 calendar days. If the corrective action plan is not submitted, if the corrective action plan is inappropriate or insufficient, or if the corrective action plan is not implemented, the provider may be removed from the state-approved list.

COMPONENT	REQUIRED DOCUMENTATION	DOCUMENTATION SUBMITTED (IDOE USE ONLY)	C	N-C
Criminal background checks	ALL of the following: -Criminal background checks from an appropriate source for every tutor and any other employees working directly with children.	-Background checks -Some background checks were not in line with IDOE’s background check policy (i.e. one was outdated and one was not completed prior to the tutor working with SES students)		X
Health and safety laws and regulations	ONE of the following: -Student release policy(ies) <i>In addition to:</i> ONE of the following: -Safety plans and/or records -Department of Health documentation of physical plant safety (if operating at a site other than a school) -Evacuation plans/policies (e.g., in case of fire, tornado, etc.) -Transportation policies (as applicable)	-Arrival and departure policy -Emergency release form -Authorized transportation form	X	
Financial viability	ONE of the following: -Documentation of liability insurance coverage <i>In addition to:</i> ONE of the following: -Audited financial statements -Tax return for the past two years	-Liability insurance verification -Tax returns	X	